

Telephone Operators (43-2021)

Occupation description: Provide information by accessing alphabetical, geographical, or other directories. Assist customers with special billing requests, such as charges to a third party and credits or refunds for incorrectly dialed numbers or bad connections. May handle emergency calls and assist children or people with physical disabilities to make telephone calls.

Employment and Job Openings

	Average employment			Average annual openings		
	2010 estimate	2020 projection	Percent change	Growth	Replacement	Total
Alaska	112	120	7.1	1	3	4
United States	18,500	15,400	-16.8	0	500	500

Job outlook

Alaska: Alaska's employment growth is low with low employment opportunities. [Read more.](#)

2013 Wages ?

	Mean Wage and 95% Confidence Interval			Wage by Percentile		
	Low	Mean	High	10th	Median	90th
United States	n/a	16.69	n/a	9.56	15.67	26.33

Labor Force Indicators

2012 Worker Characteristics

Total workers	Nonresident workers	Percent nonresident	Percent age 45 plus	Percent age 50 plus
101	14	13.9	28.7	22.3

2012 Potential Supply

Qualified but working in another occupation	65
Currently employed in a lower paid occupation	15
UI claimants previously working in occupation	35

2012 ALEXsys Employment Data

Number of registrants	231
Number of job position postings	17
Ratio of registrants to job position postings	13.6

Typical Entry-level Education, Experience, and/or On-the-job Training

Education: High school diploma or equivalent

Work experience: None

On-the-job training: Short-term on-the-job training

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June 29, 2014